



CUSTOMER ASSISTANCE PROGRAM

Docket No. 46256

Liberty Utilities (Tall Timbers Sewer) Corp. (“Liberty Tall Timbers”) and Liberty Utilities (Woodmark Sewer) Corp. (“Liberty Woodmark”) (collectively “Liberty Utilities”) have established a Customer Assistance Program (CAP) in accordance with the following terms, as approved in Docket No. 46256.

1. **Funding.** Liberty Utilities shall fund the CAP with at least \$10,000 per calendar year, beginning January 1, 2018.

2. **Duration.** The CAP shall be effective beginning with the first bill cycle following the date of the final order by the Commission approving the agreed Stipulation and Settlement Agreement in Docket No. 46256 and establishing final rates until the next rate case for Liberty Tall Timbers or Liberty Woodmark, as applicable, but either may end its CAP with its next rate case filing. In the event that either Liberty Tall Timbers or Liberty Woodmark ends its CAP but the other company does not file a rate case at the same time, the non-filing company shall continue its CAP in accordance with the terms and conditions of this agreement, including CAP funding for \$10,000. The \$10,000 funding commitment applies collectively to Liberty Tall Timbers and Liberty Woodmark, but that funding commitment will continue in the event that only one of those companies has a CAP as noted above until that company’s next rate case. Neither Liberty Tall Timbers nor Liberty Woodmark is obligated to continue use of a CAP beyond its next rate filing, but may opt to continue a CAP at its sole discretion.

3. **Use.** The CAP fund may be allocated between Liberty Tall Timbers and Liberty Woodmark as determined by Liberty Utilities to benefit qualified low-income applicants. The fund may also be used for one time per year emergency or catastrophic assistance determined on a case-by-case basis at the sole discretion of Liberty Utilities. Initial bill credits shall equate to at least a 15% discount per month per qualified applicant’s bill, but bill credits may be increased equally for all qualified applicants at the sole discretion of Liberty Utilities.

4. **Promotion.** Liberty Utilities shall notify its customers of the availability of the CAP by bill insert with the first bill cycle following CAP implementation. Subsequently, Liberty Tall Timbers and Liberty Woodmark shall notify customers about CAP availability and how to find more detailed information about the CAP by means of a bill notation (e.g., provide reference to a web site) or other similar means for so long as the CAP remains in effect for each respective company.

5. **Implementation.** Liberty Tall Timbers and Liberty Woodmark will implement the CAP with the first bill cycle following the date of the final order by the Commission in Docket No. 46256 establishing final rates. For qualified applicants that apply for the CAP in 2019, Liberty Tall Timbers and Liberty Woodmark shall calculate the initial total CAP discount for such applicants back to August 1, 2017. In that situation, the total CAP amount for 2017 will be \$4,200



and will be in addition to the \$10,000 CAP amounts for 2018 and 2019. The CAP program bill credits for such applicants in 2019 shall include the calculation of CAP discounts back to August 1, 2017 subject to the funding limits set forth above.

HOW TO APPLY

To qualify for participation in the CAP, mail, fax or email your complete Customer Assistance Program Application to:

**Liberty Utilities
12725 W. Indian School Rd, Suite D101
Avondale, AZ 85392
Fax: (623) 935-1020
Email: CustomerServiceDept@LibertyUtilities.com**



CUSTOMER ASSISTANCE PROGRAM APPLICATION

The Customer Assistance Program (CAP) shall be available to qualifying residential customers of Liberty Utilities (Tall Timbers Sewer) Corp. and Liberty Utilities (Woodmark Sewer) Corp. on a first-come, first serve-basis. To apply for the CAP, please check (✓) all that apply:

- I am a Liberty Utilities residential customers and the account is in my name.
- My household income is at or below the income levels in the listing below.

Household Size	Total Gross Annual Income from All Sources
1	\$18,210
2	\$24,690
3	\$31,170
4	\$37,650
5	\$44,130
6	\$50,610

***Qualifying annual incomes are set at 150 percent of the 2018 federal poverty levels**

For each additional person residing in the household, add \$5,400. Income levels will be reset to applicable federal poverty guidelines every two years.

- I am not claimed as a dependent on another person's tax return.
- My account has been active and in good standing for at least three months without any delinquencies or disconnects.
- I can provide proof of residency for additional household members, as may be required.

Please complete the following information. **Incomplete information will delay your discount.** The name used to apply for the credit **must** match the name on the Liberty Utilities statement/account.

PLEASE PRINT LEGIBLY													
Liberty Utilities Account Number (As shown on statement)													
-													
No. of persons living in household:				Household's Total Gross Annual Income: \$					Phone Number				
Name													
Address													
City				State					Zip Code				



Proof of Income: Provide signed IRS Income Tax Statement and proof for all sources of income for all members in the household of 18 years of age or older. Acceptable forms of proof include:

- **REQUIRED:** Signed IRS income tax statement (please note that this is required for all applicants. In the event that taxes are not filed, a statement must be provided along with another acceptable form of income documentation).
- W-2 form (for the previous tax year and must cover full year or gaps in time must be explained).
- Social Security or Disability Awards letter (for the current calendar year).
- Form 1099 – for self-employed or independent contractor (from client).
- Proof of Enrollment — for full time students with no income.
- Declaration of income statement – for those who have no income.

In addition to your proof of income, please provide the following: current photo identification for account holder with address matching the address on file.

Enrollment Period. Except for 2019, you must submit a complete application by April 30 of the current year. The assistance period will update every June 1 and will continue through May 31 of the following year. Customers establishing new accounts after April 30 may still be eligible if they file an application prior to the third billing cycle after connection. Qualifying customers shall receive credits under the CAP commencing with the next regularly scheduled billing period that follows receipt and approval by Liberty Utilities.

Additional Enrollment Conditions.

- You must renew your application every year.
- You must reapply each time you move residences.

By signing below, I certify that this information is true and correct under the laws of the state of Texas.

Customer Signature

Date

Note: An Application for participation in the CAP must be submitted every year. Please allow 30-45 days for processing.

Office Use Only: Date Verified _____ Verified By _____ Expires _____